

SECTION I

INTRODUCTION AND OVERVIEW OF REQUIREMENTS

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A. PURPOSE OF THIS REQUEST FOR PROPOSAL

The purpose of this Request for Proposal (RFP) is to obtain the services of a Strategic Partner (Contractor) to provide maintenance and operations (M & O) services for the Statewide Fingerprint Imaging System (SFIS). SFIS includes the SFIS application and the Central Site Automated Fingerprint Identification System (AFIS) application that interface through batch and real-time processing (hereafter SFIS will refer to SFIS and AFIS applications). Core M & O activities will include:

- Development of application modifications and performance of maintenance for the SFIS application and its operational environment.
- Operation of the SFIS Central Site hardware and software.
- Operation of the SFIS Help Desk.
- Operation of hardware and software maintenance for SFIS Central Site.
- Operation of hardware and software maintenance for SFIS remotely located workstations, including Portable Input Workstations.
- Support the delivery of SFIS training by State staff.
- Support Moves, Adds, and Changes (MAC) performed by State staff.

SFIS utilizes the existing Department of Technology Services (DTS) (formally known as Health and Human Services Data Center (HHSDC)) Wide Area Network (WAN). WAN services are excluded from this RFP.

The Contractor is expected to cooperate and provide support in the event that the SFIS project management functions are transitioned from the State. The term of any contract resulting from this RFP will be for five (5) base years with up to three (3) additional one-year extension options. The three-additional years are contingent upon awarding agency (i.e., Department of General Services) approval and Budget Act appropriation. Additional details about transition and assignment are in Section V, Administrative Requirements; and Section VI, Statement of Work.

Responses to this RFP will be evaluated in accordance with the evaluation methodology identified in Section IX, Evaluation and Selection, and award, if made, will be to a single bidder.

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B. SCOPE OF THE RFP AND BIDDER ADMONISHMENT

This RFP contains the instructions governing the requirements for a firm quotation to be submitted by interested Bidders, the format in which proposal information is to be submitted, and the material to be included therein. All requirements, which must be met to be eligible for consideration, and Bidders' responsibilities, are included in detail.

This procurement will be comprised of a Draft Proposal, Confidential Discussions, and Final Proposals to increase the likelihood that Final Proposals will be received without disqualifying defects. These steps will: 1) help ensure that Bidders clearly understand the State's requirements before attempting to develop their Final Proposals; 2) allow the State to clearly understand what each Bidder intends to propose before those proposals are finalized; and 3) give the State and each Bidder the opportunity to discuss weaknesses or potentially unacceptable elements of a Bidder's proposal and give the Bidder the opportunity to modify their proposal to correct such problems.

IN ORDER TO BE AFFORDED THE BENEFITS OF THE STEPS INCLUDED IN THIS RFP, THE BIDDER MUST TAKE THE RESPONSIBILITY TO:

- Carefully read the entire RFP;
- Ask appropriate questions in a timely manner, if clarification is necessary;
- Submit all complete required responses by the required dates and times;
- Make sure that all procedures and requirements of the RFP are accurately followed and appropriately addressed; and
- Carefully reread the entire RFP before submitting each proposal.

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C. AVAILABILITY

The selected Contractor must meet the requirements of this RFP and be fully operational six (6) months following the Contractor Start Work Date. See Subsection F, Key Action Dates for the anticipated Start Work Date.

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D. AMERICANS WITH DISABILITIES ACT

To meet and carry out compliance with the non-discrimination requirements of Title II of the American with Disabilities Act (ADA), it is the policy of the Procurement Division (within DGS) to make every effort to ensure that its programs, activities, employment opportunities, and services are available to all persons, including persons with disabilities.

For persons with a disability needing reasonable accommodation to participate in the Procurement process, or for persons having questions regarding reasonable accommodation for the Procurement process, please contact the DGS Procurement Division at (916) 375-4400 (main office): the Procurement Division TTY / TDD (telephone device for the deaf) and the California RELAY Service numbers are listed below. You may also contact directly the Procurement Divisions contact person handling this procurement.

IMPORTANT: TO ENSURE THAT WE CAN MEET YOUR ACCOMMODATION, IT IS BEST THAT WE RECEIVE YOUR REQUEST AT LEAST TEN (10) WORKING DAYS BEFORE THE SCHEDULED EVENT (E.G. MEETING, WORKSHOP, ETC.) OR DEADLINE DUE DATE FOR PROCUREMENT DOCUMENTS.

The Procurement Division TTY telephone number:

Sacramento Office: 1-916-376-1891

The California Relay Service telephone numbers:

Voice: 1-800-735-2922 or 1-888-877-5379

TTY: 1-800-735-2929 or 1-888-877-5378

Speech to Speech: 1-800-854-7784

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E. STATE PROCUREMENT OFFICIAL

The State Procurement Official and the mailing address are listed below. All inquires should be sent electronically unless otherwise specified in this RFP.

Tom Burton
Department of General Services
E-mail: tom.burton@dgs.ca.gov
Procurement Division
707 3rd Street, 2nd Floor
West Sacramento, CA 95605
(916) 375-4493

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F. KEY ACTION DATES

This paragraph outlines the important actions, dates, and times by which the listed actions must be taken or completed. If the State finds it necessary to change any of the dates, it will be accomplished by addendum.

KEY ACTION DATES			
ACTION		TIME	DATE
1.	Release of RFP		08/31/06
2.	Last date/time for submittal of Letter of Intent to Respond (Exhibit V-A)	5:00 p.m.	09/25/06
3.	Last day to submit final questions for clarification of RFP prior to submittal of Draft Proposal	5:00 p.m.	10/02/06
4.	Submission of Draft Proposal	2:00 p.m.	10/23/06
5.	Contact References		11/06/06
6.	Confidential Discussions begin		11/13/06
7.	Last day to submit final questions for clarification of RFP prior to submittal of Final Proposal	5:00 p.m.	11/20/06
8.	Last day to request a change in the requirements of the RFP	5:00 p.m.	11/27/06
9.	Last day to protest the requirements of the RFP*	5:00 p.m.	12/04/06
10.	Submission of Final Proposal	2:00 p.m.	12/11/06
11.	Contact References		12/18/06
12.	Notification of Intent to Award	5:00 p.m.	12/26/06
13.	Last Day to Protest Selection	5:00 p.m.	01/02/07
14.	Contract Award	5:00 p.m.	04/02/07
15.	Contractor Start Work Date		04/16/07
16.	Transition-In Period Completion		10/15/07

All dates after the submission of Final Proposals is subject to change by the State without amending the RFP.

* Or five (5) State work days following the last addendum that changes the requirements of the RFP which ever is later.

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G. SFIS DOCUMENTATION

SFIS Documentation which provides an interactive demonstration of SFIS, and documentation containing information on SFIS policy, operations, and the SFIS application is available through the Procurement Official, tom.burton@dgs.ca.gov who will provide a user ID and password permitting access to the web site http://www.sfis.ca.gov/Secdocs/SFIS_ProjDocs.htm that contains the documentation. Some items may be modified after the release of this RFP.

While these documents contain, to the best of the State's knowledge, the best available descriptions of the systems, the State makes no guarantees, representations, or warranties regarding the accuracy or completeness of the descriptions of the systems contained in these documents.

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EXHIBIT I-A

SFIS DOCUMENTATION

Item	Media
SFIS Application - System documentation may not reflect recent system changes and/or enhancements.	
(1) Web site that contains the following: <ul style="list-style-type: none"> • Master Route List • SFIS Brochure – Cambodian • SFIS Brochure – Chinese • SFIS Brochure – English • SFIS Brochure – Russian • SFIS Brochure – Spanish • SFIS Brochure – Vietnamese • SFIS Communication Plan • SFIS Configuration Management Plan • SFIS Deliverable Review Plan • SFIS Disaster Recovery Plan • SFIS Help Desk Plan • SFIS Quality Assurance Plan • SFIS Software Release Plan • SFIS RFP 8001 1999 • SFIS System Operation and Support Plan • SFIS System Design Document • SFIS Transfer Plan • SFIS Training Plan 2004 • SFIS User Guide Client Input Workstation Operator • SFIS User Guide Fraud Investigation Workstation Operator • SFIS User Guide Portable Input Workstation Operator • SFIS User Guide System Administrator • SFIS M & O Action Item Management Procedure • SFIS M & O Change Acceptance and Validation Procedures • SFIS M & O Charter Document • SFIS M & O Issue Management Procedure • SFIS M & O Risk Management Plan • Current SFIS Change Orders • Sample SFIS Deliverable Expectation Document • Sample SFIS Deliverable Document Evaluation 	Procurement Official tom.burton@dgs.ca.gov for user ID and password to access Web site URL: http://www.sfis.ca.gov/Secdocs/SFIS_ProjDocs.htm
Site/Other Information (including the following) available at:	
SAM Section 1600-1695, Records Management	http://sam.dgs.ca.gov/TOC/1600/default.htm
SAM Section 4843-4845, Information Technology Security and Risk Management Policy (Includes Disaster Recovery Planning)	http://sam.dgs.ca.gov/TOC/4800/4843.htm
SIMM Sections 5 & 140	http://www.dof.ca.gov/HTML/IT/SIMM/SIMM.htm

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H. GLOSSARY OF TERMS

Terms not otherwise defined in this section or elsewhere in the RFP shall have the meanings as set forth in the IT General Provisions of the Contract.

AAMVA	American Association of Motor Vehicle Administrators. AAMVA has established standards for fingerprints and photos. The SFIS Contractor must conform to certain AAMVA standards, if applicable.
Acceptance	A determination by the State in writing that: the System has satisfied its Acceptance Tests, or a Deliverable or Service has satisfied its Acceptance Criteria.
Acceptance Criteria	The measures determined by the State against which Deliverables and Services shall be evaluated and the basis for Acceptance or non-acceptance thereof, as described in the Statement of Work and the Deliverable Expectation Document for that Deliverable.
ACD	Automatic Call Distribution. A system that queues and tracks incoming Help Desk calls. The SFIS Help Desk uses an ACD.
Action Item	A small unit of unique work. Action items are used by SFIS to track tasks or events requiring relatively <u>small efforts</u> such as researching technology or obtaining a signature; Issues are used to track larger scale efforts. Action items are treated with less rigor than Issues. Action Items are never used to track deliverables. SFIS uses an Action Item tracking system.
AES	Advanced Encryption Standard. A Federal Information Processing Standard (FIPS)-approved (FIPS-197) symmetric encryption algorithm that may be used by U.S. Government organizations (and others) to protect sensitive information.
AFDC	Aid to Families with Dependant Children. A welfare program that preceded TANF and CalWORKS.

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AFIRM	Automated Fingerprint Image Reporting and Match. The system that preceded SFIS and upon which SFIS architecture was based. AFIRM was deployed in Los Angeles, Alameda, Contra Costa, Kern, Merced, Orange, and San Francisco Counties.
AFIS	Automated Fingerprint Identification System. The hardware, software, and procedures that permit fingerprints to be captured and matched against one another.
ANSI	American National Standards Institute. ANSI publishes various standards to which SFIS must conform.
Application Developer	Primarily responsible for SFIS programming tasks.
Availability	The ratio between the time during which any computer-related component (software, or hardware, or a network, for example) is operational and elapsed time.
Bidder	For the purposes of this RFP, all contractors who have indicated their intent to submit a Final Proposal are called bidders until such time that the bidder withdraws or other facts indicate that the bidder has become nonparticipating.
Business Day(s)	Every Monday through Friday except for Designated State Holidays.
CalWORKs	The California Work Opportunity and Responsibility to Kids Act of 1997 (CalWORKs) defined the broad outlines of California's Temporary Assistance to Needy Families (TANF) program using the new program structure and latitude included in the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA). Fingerprint imaging is a requirement for most CalWORKs clients.
CCB	Change Control Board (CCB). A group of OSI and Contractor SFIS management and staff that perform change control, issue, action item, and risk management activities on behalf of the Project.

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CDSS	California Department of Social Services. The sponsor of SFIS.
CEP	Contextual Enhancement Processor. A Printrak fingerprint quality metric. There are 4 possible values for CEP ranging from best to worst: 95, 80, 55, and 0.
CI	Configuration Item. An aggregation of hardware, software, or both, that is designated for configuration management and treated as a single entity in SFIS' configuration management process.
CIN	Client Index Number. Unique number generated by the Department of Health Services Statewide Client Index and assigned to an individual on aid for the purposes of tracking them in the welfare system.
CIQ	Check Image Quality. A fingerprint quality metric. There are seven (7) possible values for CIQ ranging from best to worst: 5, 4, 3, 2, 1, 0, and -1. The values of 5, 4, 3, 2, 1, and 0 are set by Printrak. The value -1 is set by EDS to indicate unacceptable quality or a finger exemption.
Closed Search	A one to one fingerprint matching attempt. In SFIS, a closed search is attempting to match a fingerprint captured at an SFIS workstation against one fingerprint selected from the SFIS fingerprint database.
CM	Configuration Management. Configuration management (CM) is the detailed recording and updating of information that describes SFIS' computer systems and network, including all hardware and software components. Configuration information typically includes the versions and updates that have been applied to installed software packages and the locations and network addresses of hardware devices. Using CM, SFIS developers keep track of the source code, documentation, problems, changes requested, and changes made.

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CO	Change Order. Opening an SFIS CO authorizes work to commence related to the change. The CO is also used to track progress. Closing a change order indicates the change has been completed and all configuration items updated. A Change Order is opened when a Change Request has been processed to completion.
COB	Close of business.
Code	A set of computer language.
Code Freeze	A point in the Testing Phase where no further coding changes are allowed. It is a method for reducing the risk associated with 'last minute' changes to complex system changes.
Code Inspection	Formal peer review process used to examine required functionality, efficiency of code, adherence to standards, and design.
Configuration Manager	In accordance with a formal Configuration Management Plan, this person is responsible for monitoring and controlling the securing of code, documentation, and data.
Contract Year	Each 12-month period commencing on the effective date of the SFIS contract or any anniversary of the effective date during the term of the SFIS contract.
Contractor	The Contractor currently under contract with OSI to perform SFIS maintenance. Also used to describe the Bidder who wins the contract for this RFP.
ControllIT	Software that allows the current Contractor's Help Desk Agents to view and take control of the caller's workstation screen (assuming that network connectivity exists).
Core Staff	A subset of the Contractor's M&O staff. Key staff includes: Project Manager, Help Desk Coordinator, System Engineers, and Database Administrator / System Administrator.

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COTS	Commercial Off-The-Shelf. A product that is used "as-is". COTS products are designed to be easily installed and to interoperate with existing system components. SFIS makes uses of COTS products such as the Windows and UNIX operating systems, for example.
County Separate Services	SFIS services provided to or requested by individual counties. For example, Los Angeles County's bar code processing is a county separate service.
CR	Change Request. A Change Request is opened to initiate a potential change, estimate the scope, and ensure configuration management for any proposed SFIS change. When a Change Request is closed, the State has authorized work and a corresponding Change Order is opened to track the work.
CWDA	California Welfare Directors Association. The CWDA is a non-profit association representing the human service directors from each of California's 58 counties. The CWDA's mission is to promote a human services system that encourages self-sufficiency of families and communities, and protects vulnerable children and adults from abuse and neglect. CWDA is an SFIS stakeholder.
DBA	Database Administrator whose responsibilities include management of development, testing and production databases, creation of data areas, and quality control. Contractor staff currently performs this activity.
DDE	Deliverable Document Evaluation. The SFIS Project's form used to provide feedback to the Contractor regarding a document deliverable. This form is also used to accept these deliverables and contains a signature block for this purpose.
DED	Deliverable Expectation Document is a document that outlines the proposed content of a project deliverable for project review and discussion. The SFIS State Project Manager, or their designee, must approve the DED, before work can commence on the subject project deliverable.

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Designated State Holidays	Designated State Holidays are as follows: New Years Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and Christmas Day.
DGS	Department of General Services. DGS Procurement Division manages this procurement and the RFP. DGS also approves contracts and contract amendments.
DHS	Department of Health Services. DHS administers a broad range of public and clinical health programs that provide health care services to Californians. DHS operates the SCI system used by SFIS to obtain client information.
Digital Workflow	Help Desk software used by the current Contractor to manage data, solve end user problems, and track solutions.
Directly Leased Equipment	Any equipment that is directly leased to the counties by the Contractor, e.g. portables etc.
DIRS	Digital Image Retrieval Subsystem. Hardware where SFIS' fingerprint database resides.
DMARC or Demarc	An abbreviation for demarcation point, marks the point where communications facilities owned by one organization interface with that of another organization. In telephone terminology, this is the interface between customer-premises equipment and network service provider equipment.
DOB	Date of Birth.
DOF	Department of Finance. DOF serves as the Governor's chief fiscal policy advisor. DOF promotes responsible resource allocation through the State's annual financial plan. SFIS is funded through this plan.
DPSS	Los Angeles County Department of Public Social Services.

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DTS	Department of Technology Services. DTS provides computing, network solutions, electronic messaging, and training to state departments, counties, and cities throughout California. The SFIS Central Site is currently located on DTS premises.
DVBE	Disabled Veteran Business Enterprise. The Disabled Veteran Business Enterprise (DVBE) Participation Program was established to acknowledge disabled veterans for their service and to further DVBE participation in State contracting, promote competition and encourage greater economic opportunity.
EDS	Electronic Data Systems. The current SFIS Contractor.
FAR	False Accept Rate. The expected proportion of transactions with wrongful claims of identity (in a positive ID system) or non-identity (in a negative ID system) that are incorrectly confirmed.
FIQ	Fast Image Quality. A Printrak fingerprint quality metric. There are 100 possible values for FIQ ranging from best to worst: 99 through 0.
FNS	Food and Nutrition Services. Part of the US Department of Agriculture. FNS will be asked to provide some funding for SFIS.
Food Stamp	A Federal program, expanded by California, which enables low-income families and individuals to buy food. Food Stamp recipients spend their benefits to buy food in authorized retail food stores. Fingerprint imaging is a requirement for most Food Stamp clients.
FRR	False Reject Rate. The expected proportion of transactions with truthful claims of identity (in a positive ID system) or non-identity (in a negative ID system) that are incorrectly denied.
FSP	Food Stamp Programs. See Food Stamp definition above.

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FTE	Full Time Equivalent. FTE is a way to measure a worker's productivity and/or involvement in a project. An FTE of 1.0 means that the person is equivalent to a full-time worker (and, usually, it is just one). An FTE of 0.5 may signal that the worker is only half-time, or that his projected output (due to differences in qualification, for example) is only half of what one may expect. Some State SFIS personnel have FTEs less than 1.0.
GA/GR	General Assistance/General Relief. The GA/GR Program provides short-term cash assistance and social services to adults without children who are at least eighteen (18) years of age. Certain counties require fingerprint imaging for GA/GR clients.
Grayscale	Fingerprint images captured by SFIS are grayscale images composed of a series of shades of gray. Grayscale images have much more detail than line drawings (which are only white and black), and require much more storage space. High-resolution scanners can differentiate up to 256 different shades of gray.
Grayscale Dynamic Range	Dynamic range value is the difference between the maximum distinct shades of gray and the minimum distinct shades of gray.
Grayscale Value	The number of distinct shades of gray that are found in a given image.
GUID	Global Unique Identifier. A term used by the IT industry for a number that it's programming generates to create a unique identity for an entity such as a Word document.
HHSDC	Health and Human Services Data Center. In July 2005, services provided by HHSDC were split into two (2) organizations, see OSI and DTS.
HMR	Hardware Maintenance Report. A report provided by the current Contractor that documents Contractor service calls.
IEC	International Electrotechnical Commission. Certain SFIS requirements mention ISO/IEC standards.

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IEEE	Institute of Electrical and Electronics Engineers, Inc., organization internationally recognized as an authority in the standards for software development guidelines. The SFIS Contractor must conform to certain IEEE standards.
Inoperative	Not functioning to the fullest extent possible. Therefore, an inoperative workstation is defined as a workstation with any component, peripheral or software functioning at a level less than the fullest possible capability.
Integration Testing	Testing the impact of system changes upon individual programs and also their system wide impact.
ISO	ISO is a worldwide federation of national standards bodies from some 100 countries, one from each country. Certain SFIS requirements mention ISO standards.
Issue	A vital or unsettled matter of such significant consequence that it requires resolution for SFIS to be completely successful. In order to be resolved the issue's closure criteria must be satisfied. SFIS uses an issue management system.
Knowledgebase	The Global Request Management (GRM) Knowledgebase is a database used by the current Contractor's Help Desk Agents to quickly access SFIS policies and procedures to assist users when they call the SFIS Help Desk.
LAN	Local Area Network. A group of computers and associated devices that share a common communications line or wireless link and typically share the resources of a single processor or server within a small geographic area (for example, within an office building).
LIN	Local Identification Number. A number indicating county, welfare case number, person and family budget unit. The LIN is carried in SFIS.
MAC	Move, Add, and Change. Activities involving the physical movements and actions performed on SFIS' remote workstations.

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Medicaid	Medicaid is a jointly funded, Federal-State health insurance program for certain low-income and needy people. It covers children, the aged, blind, and/or disabled, and people who are eligible to receive federally assisted income maintenance payments.
Medi-Cal	Medi-Cal is the name of California's Medicaid program. Medicaid is a combined federal and state health insurance program for low-income families or individuals, the elderly, the disabled or families receiving CalWORKs.
MEDS	Medi-Cal Eligibility Data System is a statewide system operated and maintained by the State Department of Health Services (DHS).
Minutia or Minutiae	Fingerprints have 2 fundamental features known as ridge endings and bifurcations. Together, these basic features are referred to as minutia.
M & O Staff	Contractor staff assigned to SFIS on a continual basis including: Project Manager, Help Desk Supervisor, Technical Writer, System Engineers, Database Administrator / System Administrator, Verification Technicians, Help Desk Agents, and Operations Technicians.
Motorola Inc./Biometrics Business Unit	The provider of the AFIS for SFIS. Formerly known as Printrak International, a Motorola Company.
MSA	Master Service Agreement. The State mechanism controlled by DGS by which SFIS State Consultant staff is individually hired.
N/A	Not applicable.
OEM	Original Equipment Manufacturer. OEM is used to refer to the company that acquires a product or component and reuses or incorporates it into a new product with its own brand name.
Open Search	A one to many fingerprints matching attempt. In SFIS, an open search is attempting to match a fingerprint captured

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	at an SFIS workstation against all fingerprints in the SFIS fingerprint database.
Operational Calendar Year	Every day except for New Years Day, President's Day, Memorial Day, July 4th, Labor Day, Veterans' Day, Thanksgiving Day, and Christmas Day.
OSI	Office of Systems Integration. OSI provides computing, network solutions, electronic messaging, training, and large-scale information technology project management to state departments, counties, and cities throughout California. OSI assists CDSS to manage SFIS by providing technical and project managerial support.
Other External Stakeholders	External organizations such as CDSS, DHS, CWDA, and county welfare departments that have a vested interest in the operation of SFIS.
PACS	Project Administration and Control System. A Microsoft Access database system used by SFIS, supporting risk management, issue management, requirements management, and change control.
PCD	Project Control Database. Used by the current Contractor to record changes made by the Contractor to SFIS.
PCN	Process Control Number. A unique internally generated key number created by SFIS associated with each unique SFIS transaction.
Pilot Testing	SFIS pilot testing occurs before deployment of a new SFIS application release. SFIS pilot testing uses volunteer end users to determine if the new application functions properly in the county environment. Users from multiple counties participate in pilot testing.
PMO	Project Management Office. The State staff within the SFIS Project responsible for the creation and maintenance of project management support and consulting services for the SFIS Project. The PMO has an administrative component responsible for administering the PACS and the document repository.

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PMP	Project Management Professional. A certification awarded by the Project Management Institute.
Printrak	Now known as Motorola Inc./Biometrics Business Unit: The current subcontractor providing the AFIS used by SFIS. References to Printrak in the RFP refer to Motorola, Inc./Biometrics Business Unit.
Project Team	Those Contractor and/or State individuals assigned by their managements to participate in the development, testing, and management of SFIS and its related components.
Quality Assurance (QA)	Evaluating performance on a regular basis to provide adequate confidence that the item or product conforms to established technical and contractual requirements, as well as relevant quality standards. Also used to refer to the staff from the PMO providing QA services. This staff is customarily referred to as PMO / QA.
Quality Control (QC)	Monitoring specific results to determine if they comply with relevant quality standards, and identifying ways to eliminate causes of unsatisfactory performance. The State's Certified Fingerprint Examiner provides quality control services with respect to fingerprint capture and verification.
Quick Fix	A minor syntax or logic correction, which is developed and tested, within a shortened time span to address an issue discovered in production or testing.
RDBMS	Relational Database Management System. A program that lets you create, update, and administer a relational database. SFIS uses the Informix RDBMS.
Relational Database	A relational database is a collection of data items organized as a set of formally-described tables from which data can be accessed or reassembled in many different ways without having to reorganize the database tables. SFIS client data is stored in a relational database.

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Release Sheet	An ordered listing of all runs, tables, and data areas to be installed as part of an SFIS software release.
Regression Testing	Testing to make sure the introduction of a system change does not adversely impact any pre-existing system functionality. Changes to SFIS software must be regression tested before achieving production status.
Reliability	Reliability is an attribute of any computer-related component (software, or hardware, or a network, for example) that consistently performs according to its specifications. In theory, a reliable product is totally free of technical errors; in practice, however, companies frequently express a product's reliability quotient as a percentage.
REM/Vantive	Renascence Enterprise Management/Vantive. Help Desk software formerly used by the current Contractor to manage data, solve end user problems, and track solutions. Tracking resolution of end user problems is the core activity performed with REM/Vantive.
Remote Input Workstation	Any SFIS workstation used for the gathering of finger images: Client Input Workstation, System Administration Workstation, Portable Input Workstation, and the Multifunction Workstation.
Remotely located workstation	Any SFIS workstation not located at the Central Site.
Risk Manager	In accordance with the SFIS Risk Management Plan, this person will facilitate risk management activities throughout the System Development Lifecycle of projects.
Risk Management	A continuous process for systematically identifying, analyzing, treating, and monitoring risk throughout the life cycle of a product or service.
SAM	State Administrative Manual. A reference source for statewide policies, procedures, regulations and information developed and issued by authoring agencies such as the Governor's Office, Department of General Services (DGS), Department of Finance (DOF), and

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	Department of Personnel Administration. SFIS components must conform to the SAM requirements, if applicable.
Scheduled Operational Hours	The actual time that equipment is scheduled for productive operation, excluding scheduled preventive maintenance.
SCI	Statewide Client Index. Developed for use by MEDS, the DHS database used to generate CINs and to store welfare client information. SCI is accessed by SFIS.
SDD	System Design Document. A document deliverable describing all facets of detailed SFIS design. Representative components of the SDD include data element descriptions, table descriptions, PowerBuilder module descriptions et al. Also described are internal calculations, and SFIS reports.
SDLC	System Development Life Cycle. A conceptual model used in project management that describes the stages involved in an information system, such as SFIS, development project, from an initial feasibility study through maintenance of the completed application.
SEI	Carnegie Mellon Software Engineering Institute, an organization dedicated to providing software development guidelines. SFIS components must conform to certain SEI requirements, if applicable.
SMA	Service Maintenance Activity. A report provided by the current Contractor that documents service calls.
SFIS	Statewide Fingerprint Imaging System. A system to capture photo and fingerprint images for purposes of matching fingerprints against an entire database or against a target CIN.
SFIS DT	SFIS Direct Training. A training database, accessible by all counties, designed to provide on-site training capability.

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SFIS M & O Project State staff	All State personnel and other contract personnel directly hired by the State to support SFIS.
SME	Subject Matter Experts are persons enlisted from the counties or other external stakeholder organizations to provide expertise on county business practices and public assistance programs relevant to SFIS.
SOSP	System Operation and Support Plan. A document deliverable containing a broad spectrum of detailed SFIS back-office procedures. For example, backup and recovery procedures are documented in the SOSP.
SQL	Structured Query Language. A standard interactive and programming language for getting information from and updating a database. SQL is used by SFIS.
SSN	Social Security Number.
State Letters	Letter issued by State agencies describing a change in program regulations (including SFIS), the effective date of the changes, and provides instructions for implementation. Types of letters include CDSS All County Letter (ACL), All County Information Notice (ACIN), County Fiscal Letter (CFL), and State Department of Health Services All County Welfare Director's Letter (ACWDL).
State Network Equipment	SFIS networking equipment that is owned by the State consisting of Routers, Channel Service Unit/Data Service Units (CSU/DSU), and associated cables.
State Work Days	All week days except the following designated State holidays: New Years Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day.
TANF	A federal welfare program providing Temporary Assistance for Needy Families. TANF replaced AFDC. The State's implementation of TANF is known as CalWORKS.
TBA	To be announced.

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TBD	To be determined.
Telecom Provider	Contractor contracted by DTS to provide network connectivity from the SFIS remote sites to the SFIS Central Site.
Test Scripts	Defines how a SFIS test scenario will be applied to the system, detailing actions, inputs, expected outputs and pass/fail criteria for each test.
Transition-In	The period between the award of the new SFIS contract and the termination of the current SFIS contract.
Unit Testing	Testing, which focuses exclusively on the functionality of specific changes in a single run.
UAT	User Acceptance Testing. Also called beta testing, application testing, and end user testing. A phase of software development in which the software is tested in the "real world" by the intended audience. The experiences of the early SFIS users are forwarded back to the developers who make final changes before releasing the software.
UPS	Uninterruptible Power Supply. A device that allows a computer to keep running for at least a short time when the primary power source is lost. It also provides protection from power surges. A UPS contains a battery that is activated when the device senses a loss of power from the primary source.
User Guides	These guides provide county users with detailed "How To" information for the SFIS application. State SFIS staff updates these manuals as SFIS changes.
Vendor	The firms who provide the services required of this RFP and who may be interested in receiving, and responding to, this RFP.
Verification	Within SFIS, the process for resolving unexpected fingerprint match results.

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WAN	Wide Area Network. A geographically dispersed telecommunications network. The term distinguishes a broader telecommunication structure from a LAN. Remote SFIS workstations are connected to the SFIS Central Site through a WAN.
WorldView	A component of Computer Associates-Unicenter The Next Generation (TNG) used by the current Contractor to monitor the SFIS network. It provides a top-down view of mission-critical hardware and software. It can also be used to view specific details pertaining to a single resource.
WSQ	Wavelet Scalar Quantization. The FBI's grayscale fingerprint image compression specification used by SFIS.